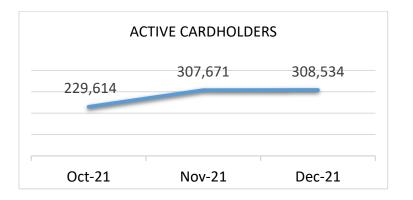
### Cardholders



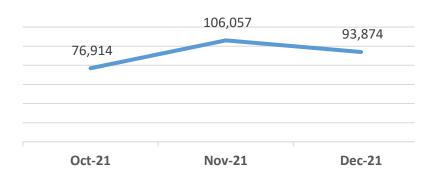






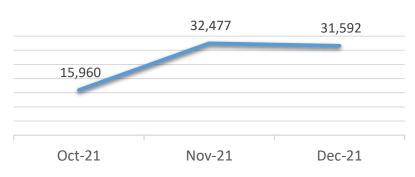
### **Visitors**

### **VISITORS**

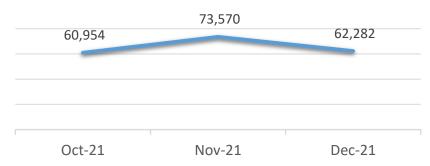




### **Central Visitors**



### **Branch Visitors**



■ Dec-21

144,723

87,018

12,658

22,185

**KEY PERFORMANCE METRICS** 

#### **FY 2022 TRENDS**

#### **DEC 2021**

CIRCULATION

→ PHYSICAL CIRCULATION → VIRTUAL CIRCULATION

P.3

287,458 222,013

Laptop

315

305

356

**DEC-21** 

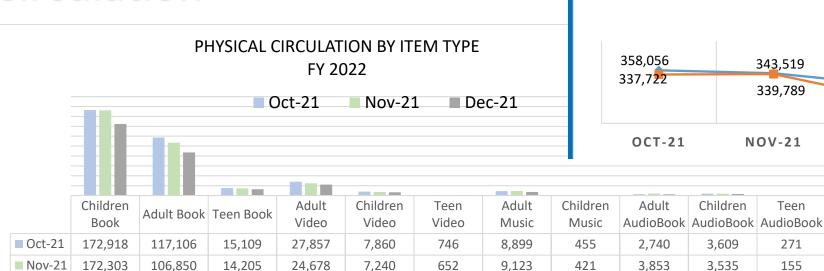
Hotspots

180

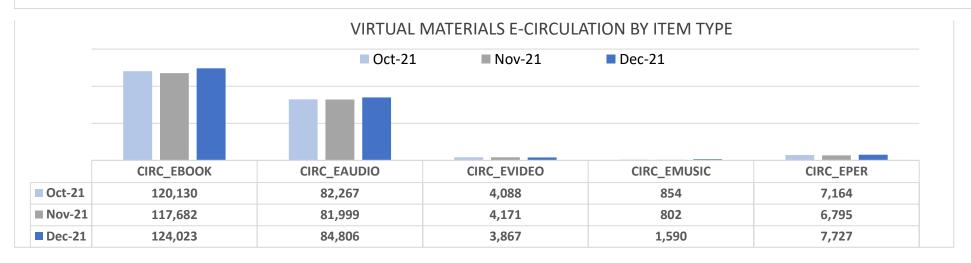
238

118

### Circulation



6,583



670

7,346

311

2,236

2,925

100

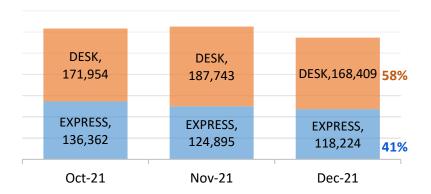
**FY 2022 TRENDS** 

**DEC 2021** 

**P.4** 

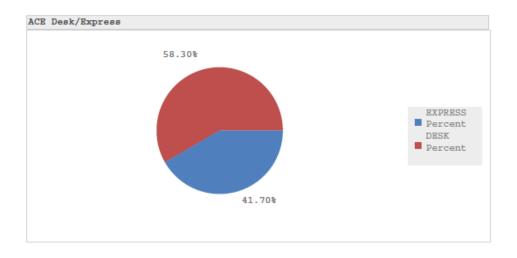
# Desk v Express

Check-Outs Desk v Express
Past 3 Months



See December's Special Report for Desk v Express for branch libraries.







#### **KEY PERFORMANCE METRICS**

#### **FY 2022 TRENDS**

#### **DEC 2021**

#### P.5

# **Technology**

#### **WEBSITE HITS**

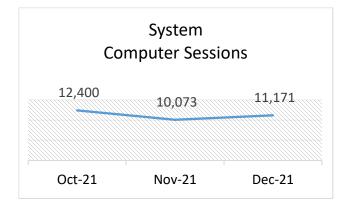
1,609,222 1,585,016 1,554,254 Oct-21 Nov-21 Dec-21

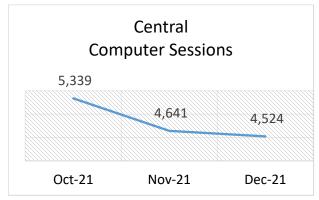


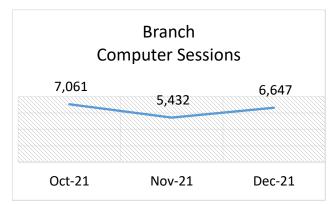
#### WIFI CONNECTIONS



**Note:** Activity level is impacted due to COVID safety protocols and facility projects. We have reduced number of public computers, reduced public service hours, and several branch libraries temporarily closed for facility refresh.



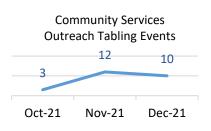




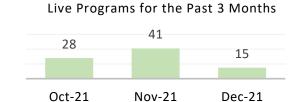


### **Programs**





**FY 2022 TRENDS** 

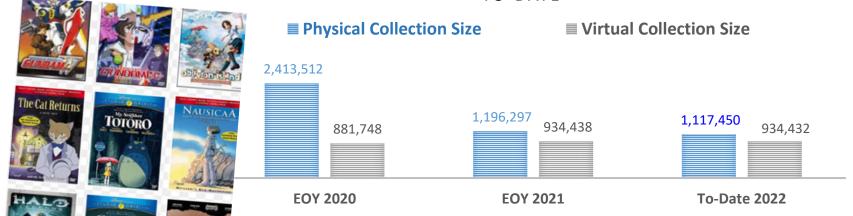


Does not include Outreach. Unadvertised. or Self-directed.

Programs by Audience this Month	Programs	Attendees
Adult/Family	8	987
Teen	1	2
Children	6	284

### Collections

### COLLECTIONS SIZE TO-DATE



Contact: Emi Johnson, Business Process 22.

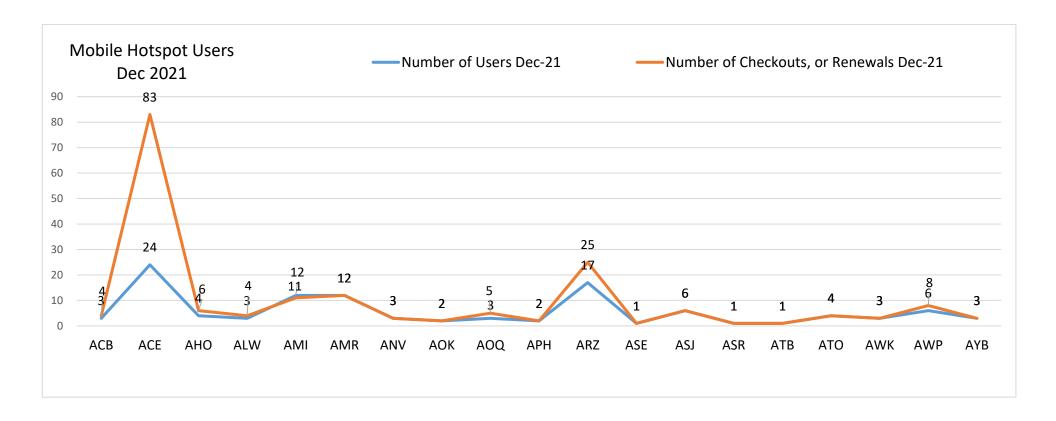
Monthly Activity Report

v.1/8/22



# **Hotspot Users**

**KEY PERFORMANCE METRICS** 



**FY 2022 TRENDS** 

**DEC 2021** 

**P.8** 

# **Holds Users**

The number of unique cardholders picking up Holds daily by Library.

Number of Cardholders Picking Up Holds Each Day in December 2021																			
	Users	Users Pi	Users	Users	Users F	Users	Users P	Users P	Users	Users	Users	Users	User	Users	Users	Users	Users	Users P	Users F
Day	ACB	ACE	AHO	ALW	AMI	AMR	ANV	AOK	AOQ	APH	ARZ	ASE	ASJ	ASR	ATB	ATO	AWK	AWP	AYB
2021-12-01	22	60	22	11	62	87	52	103	54		13	8	3	106		41	7	45	59
2021-12-02	34	61	31	10	74	73	88	111	60		10	5	7	109		29	8	44	51
2021-12-03	29	51	24	10	99	107	93	156	63		16		4	130		45	8	67	72
2021-12-04		86	1			87		1			13								59
2021-12-06	23	63	24	12	74	68	90	158	60	1	19	10	8	140		32	6	55	51
2021-12-07	38	67	16	2	50	54	57	107	48	2	16	4	4	78		32	7	42	48
2021-12-08	20	58	31	15	60	78	90	141	42		15	7	1	91		29	9	69	72
2021-12-09	29	57	31	12	88	71	57	108	23	3	23	8	5	124	1	40	11	63	62
2021-12-10	25	55	27	8	93	92	88	130	60	6	20	5	7	168	1	58	10	67	44
2021-12-11		61				91		1	1		16					12			61
2021-12-13	31	53	18	13	78	65	65	108	55	10	15	9	7	120	1	35	9	46	44
2021-12-14	20	62	14	2	55	52	46	91	42	5	11	1	2	90		33	6	49	47
2021-12-15	26	51	30	6	79	88	76	126	46	3	17	10	5	114		30	6	50	64
2021-12-16	25	58	26	11	67	64	63	130	66	8	17	6	7	90	1	44	10	67	56
2021-12-17	25	76	27	12	83	95	84	116	46	8	18	4	6	135	3	58	11	55	59
2021-12-18	1	61				62					11	1						1	56
2021-12-20	13	53	22	11	72	71	77	123	40	7	8	12	2	115	3	29	7	53	51
2021-12-21	21	79	23	3	58	64	48	100	50	6	15	2	2	88	2	21	4	31	46
2021-12-22	20	64	24	6	84	90	100	114	73	13	16	4	3	102	3	30	10	63	78
2021-12-27	25	71	29	9	69	72	70	108	48	7	18	2	3	113	2	28	9	41	35
2021-12-28	28	65	17	8	71	80	62	104	44	9	7	5	6	119	1	32	3	39	51
2021-12-29	13	50	24	9	71	47	63	92	41	11	17	2	4	91	1	33	7	30	64
2021-12-30	23	63	19	14	78	88	80	139	70	11	16	4	4	153		46	9	55	84
Total for Dec	491	1,425	480	184	1,465	1,746	1,449	2,367	1,032	110	347	109	90	2,276	19	737	157	1,032	1,314



# Computer Users by Day and Time

- Each branch can request different settings for their public computers.
- Users can have unlimited log ins and time per day. Library cards/computer accounts can be restricted to certain computers.
- Computer Session counts are not unique. We can provide the Total Number of people who logged in during a time period.
- Guest passes can be used multiple times on the same day. They are valid for only 1 day.

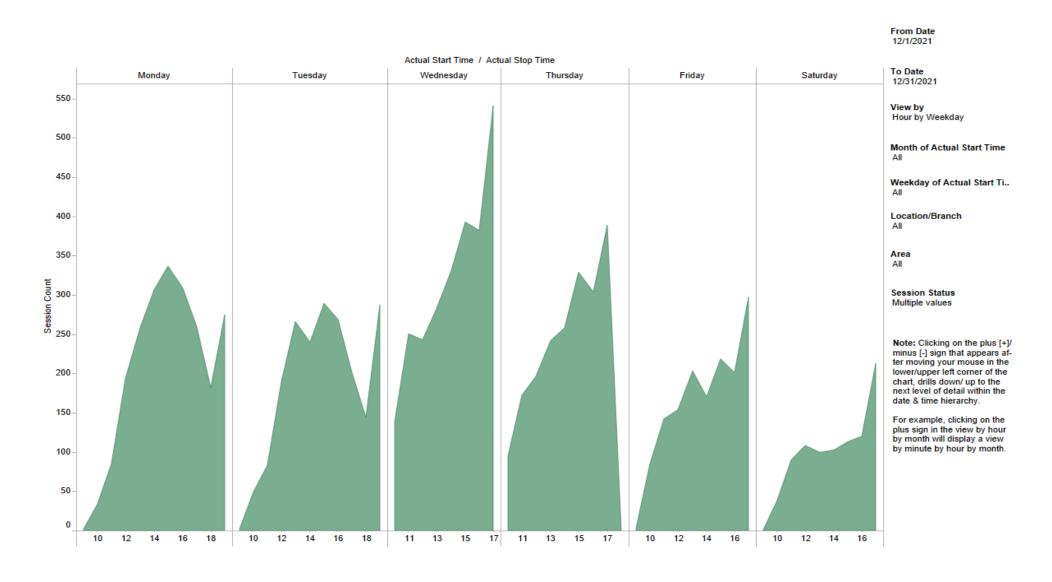
Public Computer Sessions across the System by Day of Week and Hour 12/1/2021 - 12/31/2021, View by Hour by Weekday

Hour - Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9:00 AM	2	2			3	1
10:00 AM	34	49	138	95	85	39
11:00 AM	85	83	251	172	142	90
12:00	194	190	243	196	154	108
1:00 PM	258	266	283	242	203	100
2:00 PM	307	240	331	258	170	103
3:00 PM	337	289	393	329	219	113
4:00 PM	309	269	382	304	201	120
5:00 PM	259	201	541	389	297	213
6:00 PM	182	144		1		
7:00 PM	275	287				

See the visual below.

### Computer Sessions by Month, Day, Day of Week, and Hour (DB-PCR4610.2.1)

12/1/2021 - 12/31/2021, View by Hour by Weekday



# Computer Wait Time by Day and Time



The wait time for current computer capacity is short (shown as portions of a minute).

Computer Wait Time by Month, Day, Day of Week, and Hour 12/1/2021-12/31/2021, View by Hour by Weekday

**KEY PERFORMANCE METRICS** 

Н	our - Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	9:00 AM	0	0			0	0.05
	10:00 AM	0	0	0	0	0	0
	11:00 AM	0	0	0.07	0.03	0.03	0
	12:00 PM	0.02	0	0	0.37	0.42	0
	1:00 PM	0	0	0.08	0	0.07	0
	2:00 PM	0.07	0	0.03	0.08	0.1	0.32
	3:00 PM	0.02	0.03	0.17	0	0.35	0
	4:00 PM	0.22	0.02	0	0.05	0.35	0.03
	5:00 PM	0.1	0.35	0.17	0.3	0.65	0.05
	6:00 PM	0.4	0.02		0		
	7:00 PM	0.02	0.68				



# Computer Wait Time by Library

**KEY PERFORMANCE METRICS** 

The "maximum" wait time may reflect one or two instances where a user waited for a significant time. The total is for the full month of December. Each branch can request different settings for their public computers.

#### Computer Wait Times by Location/Branch (PCR4200.2.1)

Location/Branch	Avg. Quoted Walt Time	Avg. Walt Time (in Minutes)	Max. Walt Time (in Minutes)
Carver	0.00	0.01	3.00
Central	0.00	0.01	6.00
Howson	0.00	0.01	1.00
Little Walnut	0.00	0.02	8.00
Manchaca Road	0.03	0.05	18.00
Milwood	0.00	0.00	0.00
North Village	0.13	0.17	38.00
Oak Hill	0.24	0.31	15.00
Old Quarry	0.00	0.00	0.00
Pleasant HIII	0.00	0.02	3.00
Ruiz	-0.01	0.01	4.00
Southeast	0.00	0.00	1.00
Spicewood	0.00	0.02	5.00
St. John	0.00	0.00	0.00
Terrazas	0.00	0.00	0.00
Twin Oaks	0.00	0.02	9.00
Wille Mae Kirk	0.00	0.00	0.00
Windsor Park	0.15	0.18	21.00
Yarborough	0.04	0.06	19.00
Grand Total	0.02	0.03	38.00